

MAY 2025

Dates	Description
May 2, 2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC.
May 6, 2025	Delivered NG911 layers to Mission Critical Partners for the NG911 readiness assessment.
May 13, 2025	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
May 13, 2025	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman
May 16, 2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC
May 27, 2025	Delivered Address Points, Cell Sectors, Cell Towers, Points of Interest, Street Centerlines, ESN, MSAG Communities, MedicResponseAreas, and FireResponseAreas for Hawaii County Mapflex
May 27, 2025	Delivered Address Points, City, Common Names Alt Table, Display Streets, Fire EMS Zone, First In, Points of Interest, POI Alt Names, Police Zones, Street Centerlines, Street Alt Names, and Street Routes for Hawaii County Spillman
May 29, 2025	Delivered address points with civic addresses and postal communities to Intrado, for upload to SCC
May 30, 2025	Delivered data updates to SCC eGDBMS upload tool, to test QA and loading procedures.
5/1/2025 - 5/31/2025	<p>The Hawai'i County Primary and Secondary PSAPs 701/709 Report Status through 5/31/2025:</p> <p>Hawai'i County: 0 - 701 Discrepancies and 0 - 709 Discrepancies</p> <p>The 701/709 Report is a "Location Address Report" received from the Telco indicating Wireline customers requesting telephone service which does not MSAG validate. A "701" discrepancy indicates a House Number that is "out of range", and a "709" discrepancy indicates a customer provided a "Street Name" or "MSAG Community" which did not MSAG validate.</p>
5/1/2025 - 5/31/2025	<p>The Hawai'i County Primary and Secondary PSAPs processed 12,301 total 9-1-1 calls.</p> <p>* There was a total of 593 calls with "No Class of Service" delivered to the PSAPs. That means 95.18% of all 9-1-1 calls received at the PSAPs were delivered with location information.</p>
5/1/2025 - 5/31/2025	The Hawai'i County Primary and Secondary PSAPs performed 158 total "9-1-1Net Transactions", 8 MSAG, 0 ALI TNCRs, 0 ALI DR, 0 VoIP, and 150 Dispatchable location transactions.
5/1/2025 - 5/31/2025	<p>The Hawai'i County Primary and Secondary PSAPs the below Telephone Number Change Request (TN CR). This identifies that 352 ALI records are in an open status.</p> <p>Hawai'i County breakdown: 352 Records Submitted, 0 Pending DBMSP, 243 Pending Telco, and 109 Telephone records remain unopened;</p> <p>A TN CR is an indication that a ALI records requires some type of correction, edit, or modification by the Database Maintenance Service Provider (DBMSP), or the Telephone Company (Telco).</p>
5/1/2025 - 5/31/2025	The Hawai'i County Primary and Secondary PSAPs performed 3 Site and 16 Sectors updates to its WSP Wireless 9-1-1 Database.
5/1/2025 - 5/31/2025	The Hawai'i County Primary and Secondary PSAPs performed the following 9-1-1 wireless field testing: 1 Sites and 2 Sectors.
5/1/2025 - 5/31/2025	The Hawai'i County Primary and Secondary PSAPs continue with GIS updates and spatial realignments to their GIS data to conform to the new NG911 requirements for 9-1-1 location databases. This service includes performing the updates to the MSAG and ALI records for the Telephone Companies to ensure database synchronization. The Update Process also includes receiving updated Address Points and Street Centerlines from the Hawai'i County Planning Department. V2X compares and incorporates any of the County's additions, changes, and deletions into the V2X Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel. This is an on-going project.
5/1/2025 - 5/31/2025	The Hawai'i County Primary and Secondary PSAP continued with the situational awareness project to provide the Hawai'i County public safety responders with a visual display of the Kilauea's East Rift, May, 2018 Lava Flow. This will be an on-going project as the situation requires. This activity will continued to be monitored daily. There were lava flow activity in May 2018 that impacted 911 operations. 911 Mapping Systems will be updated as pertinent activity continues.
5/1/2025 - 5/31/2025	The Hawaii County PSAPs initiated a soft launch of their Text to 9-1-1 system on February 1, 2016. During this soft launch period, internal testing and training should continue to be conducted. Although there is a "Text to 911" plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to determine the exact location of the emergency response. There were a total of (54) 911 Text messages received at the Primary and Secondary PSAPs in May 2025.
5/1/2025 - 5/31/2025	The Hawaii County PSAP conducted a Quarterly 9-1-1 database synchronization analysis which resulted in a 100 % match rate between the MSAG and GIS Databases. An inventory of the ALI Record database yielded a match rate of 99.88 % which requires further research and correction to the remaining ALI Records.